

Massachusetts Department of Public Health
Office of Patient Protection
Summary of Cases Received
By Health Plan
January – December 2007

AETNA		Did not go to External Review			External Review Decisions			Open
Total Cases: 5	Received	Ineligible	Resolved	Health Plan	Upheld	Overturned	Partially	
January -December 2007				did not meet			Overturned	
				Time Frame				
Behavioral Health	1				1			
Cosmetic/Reconstructive	0							
Dental	0							
Diagnostic Services	1		1					
Durable Medical Equipment	0							
Emergency Care	0							
Excluded Services	0							
Experimental	0							
Infertility Care	0							
Inpatient	1		1					
Outpatient	2	1			1			
Pharmacy	0							
Rehab Services	0							
Visual Services	0							
Totals	5	1	2	0	2	0	0	0

Blue Cross & Blue Shield		Did not go to External Review			External Review Decisions		
Total Cases: 172	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January -December 2007				did not meet			Overtured
				Time Frame			
Behavioral Health	69	8	5		35	17	4
Cosmetic/Reconstructive	12	2			8	2	
Dental	0						
Diagnostic Services	1				1		
Durable Medical Equipment	4		2		1	1	
Emergency Care	0						
Excluded Services	4	4					
Experimental	24	4			12	7	1
Infertility Care	19	3			13	3	
Inpatient	20		2		14	1	3
Outpatient	13	3	1		7	2	
Pharmacy	0						
Rehab Services	6	3			2	1	
Visual Services	0						
Totals	172	27	10	0	93	34	8

Open

Cigna Health Care of Massachusetts		Did not go to External Review			External Review Decisions			Open
Total Cases: 2	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured	
January -December 2007								
Behavioral Health	1				1			
Cosmetic/Reconstructive	0							
Dental	0							
Diagnostic Services	0							
Durable Medical Equipment	0							
Emergency Care	0							
Excluded Services	0							
Experimental	1				1			
Infertility Care	0							
Inpatient	0							
Outpatient	0							
Pharmacy	0							
Rehab Services	0							
Totals	2	0	0	0	2	0	0	0

Connecticare		Did not go to External Review			External Review Decisions		
Total Cases: 1	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January -December 2007				did not meet			Overtured
				Time Frame			
Behavioral Health	0						
Cosmetic/Reconstructive	0						
Dental	0						
Diagnostic Services	0						
Durable Medical Equipment	0						
Emergency Care	1				1		
Excluded Services	0						
Experimental	0						
Infertility Care	0						
Inpatient	0						
Outpatient	0						
Pharmacy	0						
Visual Services	0						
Rehab Services	0						

Open

Fallon Community Health Plan		Did not go to External Review			External Review Decisions		
Total Cases: 15	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January -December 2007				did not meet			Overtured
				Time Frame			
Behavioral Health	3	2				1	
Cosmetic/Reconstructive	2				2		
Dental	0						
Diagnostic Services	0						
Durable Medical Equipment	0						
Emergency Care	0						
Excluded Services	0						
Experimental	0						
Infertility Care	2	2					
Inpatient	2				1		1
Outpatient	2				2		
Pharmacy	4	2			2		
Rehab Services	0						
Totals	15	6	0	0	7	1	1

Open

0

Assurant Health		Did not go to External Review			External Review Decisions			Open
Total Cases: 2	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured	
January -December 2007								
Behavioral Health	0							
Cosmetic/Reconstructive	0							
Dental	0							
Diagnostic Services	0							
Durable Medical Equipment	0							
Emergency Care	0							
Excluded Services	0							
Experimental	1					1		
Infertility Care	0							
Inpatient	0							
Outpatient	1	1						
Pharmacy	0							
Rehab Services	0							
Visual Services	0							
Totals	2	1	0	0	0	1	0	0

Harvard Pilgrim Health Care		Did not go to External Review			External Review Decisions		
Total Cases: 46	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January -December 2007				did not meet			Overtured
				Time Frame			
Behavioral Health	22	1	2		12	5	2
Cosmetic/Reconstructive	0						
Dental	2	2					
Diagnostic Services	1				1		
Durable Medical Equipment	1					1	
Emergency Care	0						
Excluded Services	3	2	1				
Experimental	2				2		
Infertility Care	4	1			3		
Inpatient	1	1					
Visual Services	0						
Outpatient	2		1		1		
Pharmacy	3	1	1		1		
Rehab Services	5	4			1		
Totals	46	12	5	0	21	6	2

Open

Health New England		Did not go to External Review			External Review Decisions			Open
Total Cases: 11	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially	
January -December 2007				did not meet			Overtured	
				Time Frame				
Behavioral Health	1				1			
Cosmetic/Reconstructive	3	1			2			
Dental	0							
Diagnostic Services	1	1						
Durable Medical Equipment	0							
Emergency Care	0							
Excluded Services	0							
Experimental	0							
Infertility Care	1				1			
Inpatient	0							
Outpatient	4	1			2	1		
Pharmacy	0							
Rehab Services	1	1						
Visual Services	0							
Totals	11	4	0	0	6	1	0	0

Neighborhood Health Plan		Did not go to External Review			External Review Decisions			Open
Total Cases: 7	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially	
January -December 2007				did not meet			Overtured	
				Time Frame				
Behavioral Health	4				2	1	1	
Cosmetic/Reconstructive	0							
Dental	0							
Diagnostic Services	0							
Durable Medical Equipment	0							
Emergency Care	0							
Excluded Services	0							
Experimental	1				1			
Infertility Care	0							
Inpatient	0							
Outpatient	1		1					
Pharmacy	1				1			
Rehab Services	0							
Visual Services	0							
Totals	7	0	1	0	4	1	1	0

Tufts Health Plan		Did not go to External Review			External Review Decisions		
Total Cases: 51	Received	Ineligible	Resolved	Health Plan	Upheld	Overturned	Partially
January -December 2007				did not meet			Overturned
				Time Frame			
Behavioral Health	7	2			3	2	
Cosmetic/Reconstructive	4				3	1	
Dental	0						
Diagnostic Services	4				3	1	
Durable Medical Equipment	4				3	1	
Emergency Care	0						
Excluded Services	1					1	
Experimental	3	1	1		1		
Infertility Care	4	1			3		
Inpatient	8	4	2		1	1	
Outpatient	8	1			3	4	
Pharmacy	5	1			3	1	
Rehab Services	3				2	1	
Visual Services	0						
Totals	51	10	3	0	25	13	0

Open

United Health Care of New England		Did not go to External Review			External Review Decisions			Open
Total Cases: 27	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured	
January -December 2007								
Behavioral Health	24	2	6	1	5	9	1	
Cosmetic/Reconstructive	0							
Dental	0							
Diagnostic Services	0							
Durable Medical Equipment	0							
Emergency Care	0							
Excluded Services	0							
Experimental	1		1					
Infertility Care	0							
Inpatient	0							
Outpatient	0							
Pharmacy	2				2			
Rehab Services	0							
Visual Services	0							
Totals	27	2	7	1	7	9	1	0

UNICARE GIC		Did not go to External Review			External Review Decisions		
Total Cases: 1	Received	Ineligible	Resolved	Health Plan	Upheld	Overturned	Partially
January -December 2007				did not meet			Overturned
				Time Frame			
Behavioral Health	0						
Cosmetic/Reconstructive	0						
Dental	0						
Diagnostic Services	0						
Durable Medical Equipment	1				1		
Emergency Care	0						
Excluded Services	0						
Experimental	0						
Infertility Care	0						
Inpatient	0						
Outpatient	0						
Pharmacy	0						
Rehab Services	0						
Visual Services	0						
Totals	1	0	0	0	1	0	0

Open

0

First Health		Did not go to External Review			External Review Decisions		
Total Cases: 1	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January -December 2007				did not meet			Overtured
				Time Frame			
Behavioral Health	0						
Cosmetic/Reconstructive	0						
Dental	0						
Diagnostic Services	0						
Durable Medical Equipment	0						
Emergency Care	0						
Excluded Services	0						
Experimental	1		1				
Infertility Care	0						
Inpatient	0						
Outpatient	0						
Pharmacy	0						
Rehab Services	0						
Visual Services	0						
Totals	1	0	1	0	0	0	0

Open

0

BMC HealthNet		Did not go to External Review			External Review Decisions		
Total Cases: 2	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January -December 2007				did not meet			Overtured
				Time Frame			
Behavioral Health	0						
Cosmetic/Reconstructive	0						
Dental	0						
Diagnostic Services	0						
Durable Medical Equipment	0						
Emergency Care	0						
Excluded Services	0						
Experimental	0						
Infertility Care	0						
Inpatient	0						
Outpatient	2		1		1		
Pharmacy	0						
Rehab Services	0						
Visual Services	0						
Totals	2	0	1	0	1	0	0

Open

0

Guardian		Did not go to External Review			External Review Decisions			Open
Total Cases: 2	Received	Ineligible	Resolved	Health Plan	Upheld	Overturned	Partially	
January -December 2007				did not meet			Overturned	
				Time Frame				
Behavioral Health	0							
Cosmetic/Reconstructive	0							
Dental	0							
Diagnostic Services	0							
Durable Medical Equipment	0							
Emergency Care	0							
Excluded Services	0							
Experimental	2	1				1		
Infertility Care	0							
Inpatient	0							
Outpatient	0							
Pharmacy	0							
Rehab Services	0							
Visual Services	0							
Totals	2	1	0	0	0	1	0	0

Pioneer Health		Did not go to External Review			External Review Decisions		
Total Cases: 1	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January -December 2007				did not meet			Overtured
				Time Frame			
Behavioral Health	0						
Cosmetic/Reconstructive	0						
Dental	0						
Diagnostic Services	0						
Durable Medical Equipment	0						
Emergency Care	0						
Excluded Services	0						
Experimental	0						
Infertility Care	0						
Inpatient	0						
Outpatient	0						
Pharmacy	0						
Rehab Services	1				1		
Totals	1	0	0	0	1	0	0

Open